

**Technology Customer Council Meeting
Minutes of April 10, 2007**

Final

Present: Greg Wright, Carl Martin, Joe Finnegan (for Steve Mosen), Kevin VandeWall, Leon Schwartz, Rich Jacobs, Lesa Quinn, Joel Lunde, Keith Greiner, Larry Murphy, Roberta Polzin

Absent: Mark Brandsgard, Gary Kendell

Guests: Greg Fay, Laura Riordan, Lana Morrissey, Lorrie Tritch, Alison Radl, John Gillispie, Diane Van Zante (recorder)

1. **Call to Order** – Greg Wright, Chair, called the meeting to order at 1:03 p.m. It was noted that a quorum of members was in attendance.
2. **Approve Minutes of March 13, 2007** – Greg Wright.
Larry Murphy moved approval of the March 13, 2007 meeting minutes; Rich Jacobs seconded the motion. An oral vote was taken, unanimously approving the minutes as written.
3. **Administrative Rule Changes** – Laura Riordan.
Public comment on proposed customer council administrative rules changes will be accepted through April 17, 2007. The first possible adoption date is May 2, 2007. The first possible effective date is June 27, 2007. If the administrative rules are adopted, the definition of a quorum would change from two-thirds to a majority.
4. **Encryption RFP** – Greg Fay.
The Information Security Office (ISO) is planning to purchase encryption software to encrypt laptops. Initially, the plan was to go out for a request for proposal (RFP). To speed the process along, the ISO reviewed the requirements from a State of Colorado RFP written last fall and found them to be a good match. Because the Colorado contract was competitively bid and Colorado got a very good price, we contacted them and determined that the State of Iowa could purchase off of their contract, if desired. Department of Administrative Services contracting staff contacted the supplying vendor and was quoted a price even lower than the Colorado contract. The product still needs to be evaluated to gauge its effectiveness in our environment; we are seeking a 60 day evaluation to certify that the software meets our needs. The RFP process will continue to move ahead in case the product does not perform as anticipated. Would agencies purchase the product through ITE or directly off of the contract? That would likely depend upon the decision that is made, whether to purchase through Colorado or through the vendor. The Department of Human Services is not in favor of making this a utility service. John Gillispie stated that such a decision would come from the Governor's Office. There is a pooled technology funding request for encryption, but the outcome of that request is still unknown.

5. **ISO Hire** – Greg Fay.

Greg introduced Alison Radl, the new information security officer in ITE. Alison has a master's degree in public administration and a master's of science in information assurance.

6. **Approve Rate Methodology for Utilities (Divisor)**

Prior to setting utility rates for FY09, the Council is asked to revisit the existing rate methodology and determine if it wants to consider an alternate method. Some of the customer councils use other divisors. John Hove advised that in the past, the divisor has been based on a five quarter average of FTEs, however totals from the most recent quarter are used for billing purposes. Greg Wright mentioned that he had not heard any complaints from customers. Carl Martin commented that there can sometimes be dramatic shifts in the numbers. Leon Schwartz moved adoption of the status quo rate methodology for the two utilities; Carl Martin seconded the motion. An oral vote was taken, unanimously supporting continued use of the existing rate methodology.

7. **Preliminary Budgets for FY09 Utilities**

Common Directory – Lorrie Tritch.

The preliminary budget for common directory assumes the same rate methodology that was used in the past fiscal year, however does not include non-executive branch entities that are not required to be part of the utility. Non-executive branch entities are able to participate; we need to have an agreement in place with those that do. Expenses to provide common directory services are summarized in Tab 3, page 1 of the budget. Some of the numbers provided are preliminary and some of the information has been captured differently than in the past, due to realignment within our accounting system. Total expenditures amount to \$189,935. One of the differences between FY08 and FY09 is that personnel services are now reimbursements. Using a figure of 19,719 for fulltime/part time FTEs, the unit rate per year would be \$9.63 (\$.8027 per month). The annual rate would be \$8.63 if the non-participating agencies choose to participate. Please refer to Iowa Code Chapter 8A.101 for general exclusions for the Office of the Governor, elected officials, legislative and judicial branches. Most of the non-executive branch entities already participate voluntarily. The Board of Regents does not. No action is needed on the budget today, it is simply informational at this time.

Information Security Office – Greg Fay.

The ISO budget is very similar to the directory utility budget. For FY09, we used the same FTE count as the directory services utility, assuming full time/part time FTEs of 19,719. Utilizing a total budget figure of \$314,936.66 would yield an annual rate of \$15.97, or a monthly rate of \$1.33. In FY07, the Department of Administrative Services subsidized the ISO utility rate. The current rate is \$0.95 per month per employee. The rate for FY08 is \$1.06. What would the FY09 rate be if we assumed full participation? It would be about \$1.19 per month. At this time, the budget figures do not include any costs being paid by direct appropriation. What factors account for the 27% increase in indirect expenditures? The number shown is only preliminary.

The Technology Customer Council will tentatively approve utility rates at the June meeting.

8. **Compliance with Active Directory Standards** – Lorrie Tritch.

At the March council meeting, Steve Gast expressed concern about the active directory utility and lack of compliance by some agencies. ITE agreed to look into the matter.

- What fields are commonly missing? Who are the offenders?

Common missing elements are telephone (sometimes inaccurate as well) and manager name. Syncs are done automatically from the payroll files. DOT does its own payroll sync. Otherwise, most of the other fields are filled in, although we don't know if they are current. Lorrie distributed an updated LDAP color chart. Some agencies have upgraded to Exchange, but not yet joined the Common Directory: the Department of Human Services, Iowa Department for the Blind, State Public Defenders' Office, and the Iowa Department of Agriculture and Land Stewardship.

- What were the original five data elements? The required fields are employee ID, first name, initial, last name, e-mail address, department, title, state, telephone number, and manager. All of the information has relevance. There are currently 25,000 user accounts in the enterprise LDAP directory. The resulting product is not just the global address list, it is the benefit of being able to use the information in that list for application purposes.

How do we get the agencies to participate? It might help to build a new reminder step into the process.

9. **Wrap-Up and Next Meeting Date** – Greg Wright.

The next meeting is set for May 8, 2007.

There being no further business, Larry Murphy and Roberta Polzin moved adjournment. An oral vote was taken and approved. The meeting concluded at 2:06 p.m.